JC13 Rec'd PCT/PTO 12/12/00
09/748069

| Class | Subclass |
|---|---|
| | |

ISSUE CLASSIFICATION

PATENT NUMBER

# U.S. UTILITY Patent Application

JCH/925

| O.I.P.E. | PATENT DATE |
|---|---|
| SCANNED NS(3) Q.A. AA | |

| APPLICATION NO. | CONT/PRIOR | CLASS | SUBCLASS | ART UNIT | EXAMINER |
|---|---|---|---|---|---|
| 09/748069 | | 379 370 | 35 | 2643 2661 | VAUDERPAYE |

APPLICANTS: Marcus O'Sullivan
Michael Frawley

TITLE: Network spanning heterogeneous call center and method of operation

PTO-2040
12/99

## ISSUING CLASSIFICATION

| ORIGINAL | | CROSS REFERENCE(S) | |
|---|---|---|---|
| CLASS | SUBCLASS | CLASS | SUBCLASS (ONE SUBCLASS PER BLOCK) |
| 379 | 352 | | |

INTERNATIONAL CLASSIFICATION: H04L 12/66

☐ Continued on Issue Slip Inside File Jacket

| ☐ TERMINAL DISCLAIMER | DRAWINGS | | | CLAIMS ALLOWED | |
|---|---|---|---|---|---|
| | Sheets Drwg. | Figs. Drwg. | Print Fig. | Total Claims | Print Claim for O.G. |
| | | | / | | |

☐ The term of this patent subsequent to _____ (date) has been disclaimed.

(Assistant Examiner) (Date)

NOTICE OF ALLOWANCE MAILED

☐ The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____

(Primary Examiner) (Date)

ISSUE FEE

| Amount Due | Date Paid |
|---|---|
| | |

☐ The terminal ____months of this patent have been disclaimed.

(Legal Instruments Examiner) (Date)

ISSUE BATCH NUMBER

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